Yealink
EASY VoIP

Enterprise IP Phone
SIP-T28P

HD

User Manual

About This Guide

Thank you for choosing this Enterprise IP Phone which is especially designed for power users in the office environment. It features fashion and sleek design, abundant telephony applications, broad interoperability with the popular 3rd party VoIP products, fulfilling the VoIP deployment needs from enterprise and ITSP.

In this User Guide, you will find everything you need to quickly use your new phone. Be sure to verify with your system administrator that your network is prepared for configuring your IP phone. As well, be sure to read the Packing List section in this guide before you set up and use the phone.

Declaration of Conformity

Hereby, it's declared that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

CE Mark Warning

This is a class B device, in a domestic environment; this product may cause radio interference, in which case the user may be required to take adequate measures.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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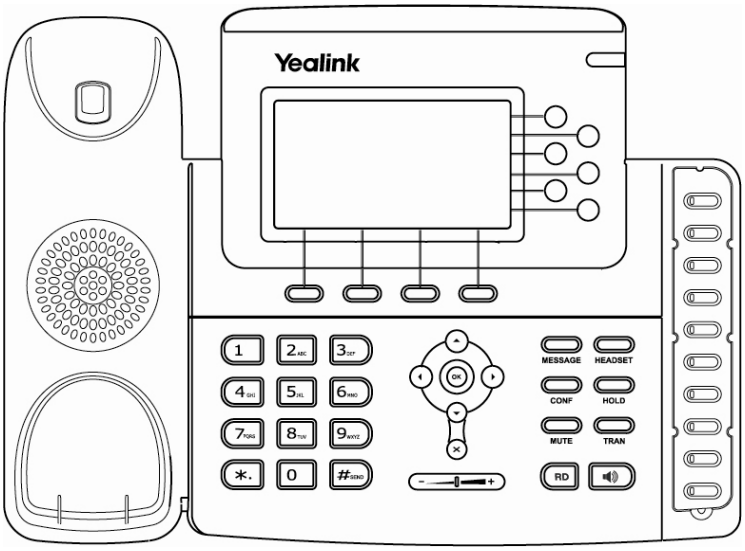
Getting Started

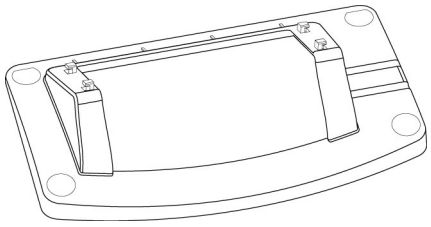
Packing List

The following components are included in your package:

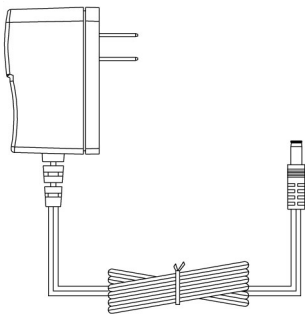
- Enterprise IP Phone



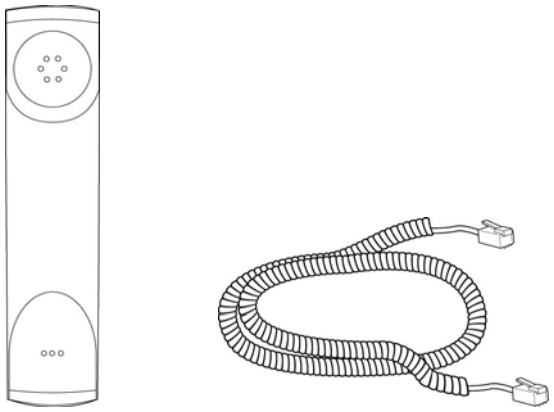
- Phone Stand



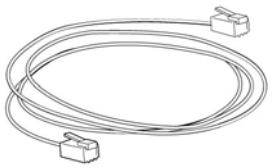
- Power Adapter



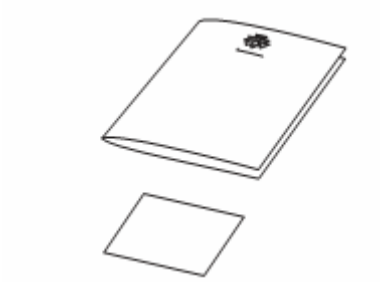
- Handset & Handset Core



- Ethernet Cable



- Quick Installation Guide & Quick Reference



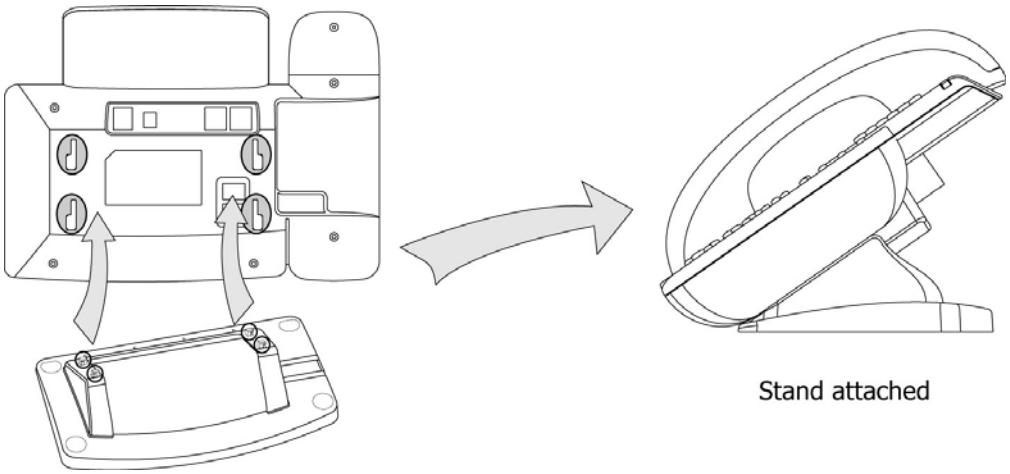
Check this list before installation to ensure that you have received each item. If you are missing any items, contact your IP phone reseller.

Assembling the Phone

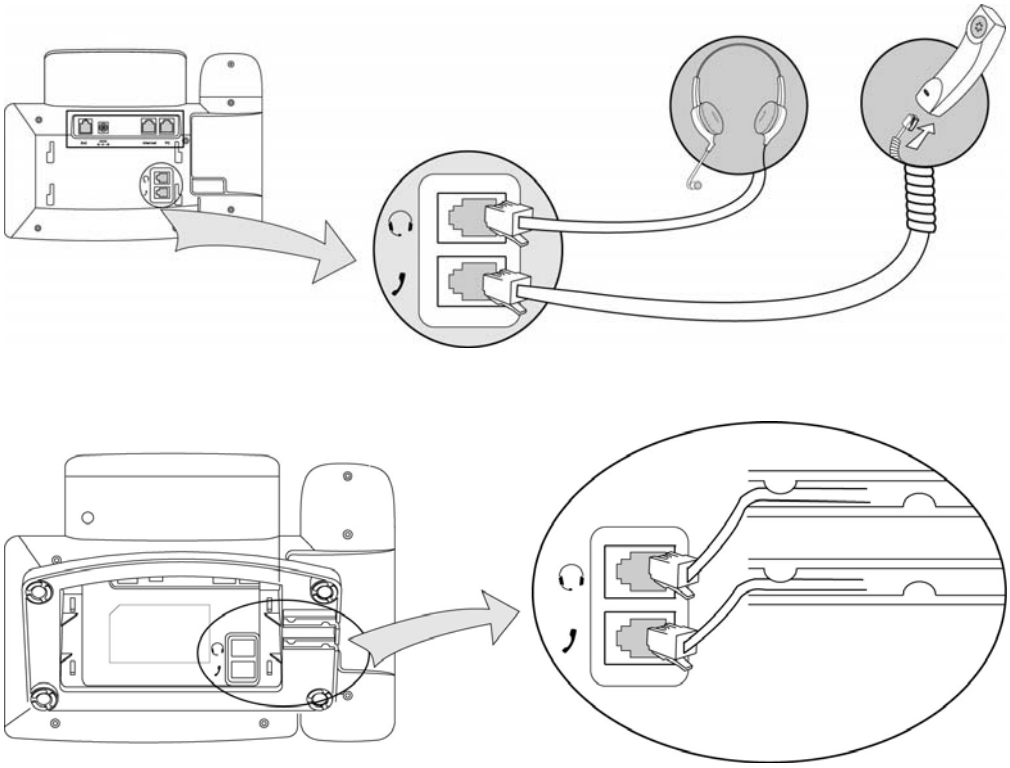
This section introduce how to assemble the phone with the components in the packing list:

- Attach the stand;
- Connect Handset and Headset;
- Connect Network and Power.

1) Attach the Stand, as shown below:



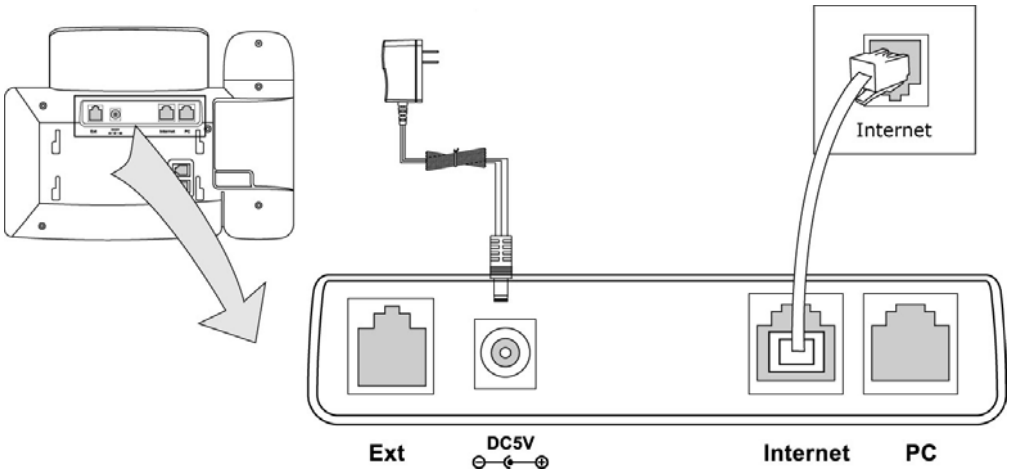
2) Connect Handset and Headset, as shown below:



Note:
Headset is not provided in the packing list. Please contact your distributor for more information.

3) Connect Network and Power

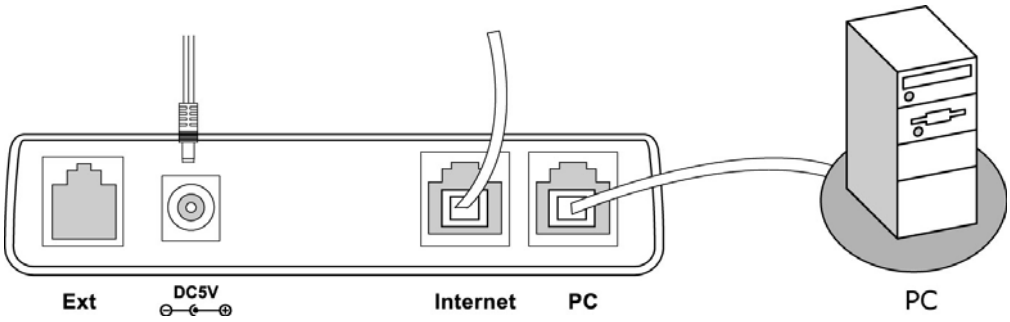
There are two ways for network and power source connections. You can either connect the phone to the AC Power directly using the power adapter or to a PoE compliant switch or hub. Your system administrator will advise you on which one to use.



Note:

1. If inline power is provided, do not install AC adapter. Make sure the Ethernet cable and switch/hub is PoE compliant.
2. The Internet Port can be also connected to Hub/Switch/IP PBX or other internet devices.

The phone can also share the network connection with other network devices such as PC. Connect the phone's PC port and computer's Network Port together using an Ethernet cable, shown as below:



Configuration and Registration

If you are administrator, you need to do some simple configuration to make the phone work. If not, please contact your internet administrator or service provider for more details.

Configuring via Web Page

Press OK button on the keypad of the phone to enter the status page and find out the IP address of IP phone. Enter it (for example http://192.168.3.35) into the address bar of web browser. The default login name and password are **admin/admin**.

Note:
Please locate your PC in the same network segment of IP phone (192.168.3.X) to access the web configuration page. Please consult your system administrator for help.

Network Settings

Choose Network->Internet Port.

DHCP: By default the phone attempts to contact a DHCP Server in your network in order to obtain its valid network settings, e.g. IP address, sub mask, gateway, DNS server, etc.

Static IP Address: If your phone cannot contact a DHCP Server for any reason, you need to enter the network settings manually via Static IP Address. Please contact your internet administrator for more details.

PPPoE: If you are using the xDSL Modem, you can connect your phone to the internet via PPPoE mode. Please contact your ISP for the User **Name** and **Password** for internet access.

Note:
Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. Please contact your network administrator.

Account Settings

The phone attempts to register to the SIP server using the account/registrar data provided by the automatic or manual initialization.

Choose Account, you will find the following parameters:

Field	Description
Register Status	It shows the resister status of the phone.
Line Active	You can choose on/off to enable/disable the account respectively.
Label	It is shown on the LCD for users to identify the account.
Display Name	It is shown as Caller ID when making a phone call.
Register Name	It is authenticated ID for authentication, provided by ISP.
User Name	User account information, provided by VoIP service provider.
Password	It is provided by ISP for registration.
SIP Proxy	Server for registration, provided by ISP.

When you have finished the Network and Account Setting configuration, the Register Status Icons will show in the idle screen:

Registered successfully
Register failed
Registering

Note:
Should the IP PBX (SIP registrar) require an authentication, you will be prompted to enter the correct password. Make sure you are using the appropriate input method or enter the password via the web user interface.

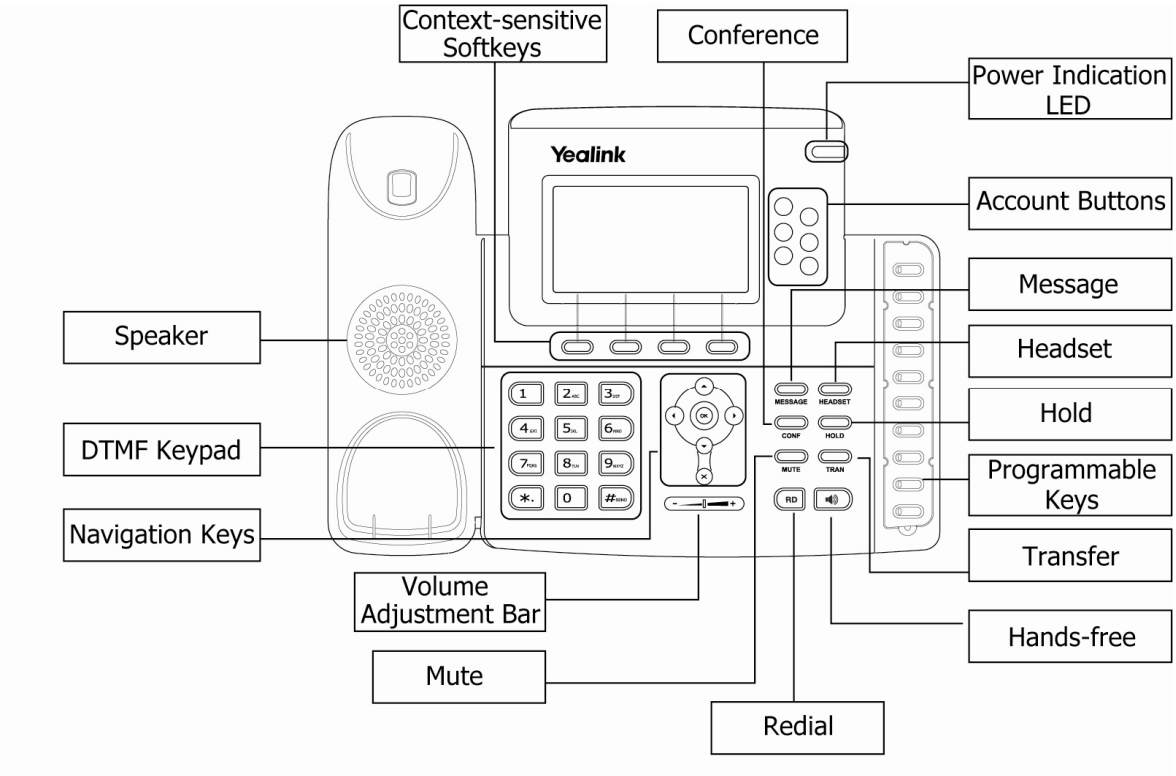
Configuring via keypad

Network Settings: Press Menu->Settings->Advanced Setting->Network->WAN Port Option/PC Port Option/VLAN Option to enter the internet relating configuration page.
Account Settings: Press Menu->Settings->Advanced Setting->Account->Enter to configure the account settings.

You can refer to the above "Configuring via Web Page" for the parameter details.

Overview

Keypad Instruction



You can check the following list which introduces the IP phone's keypad in details:

Power Indication LED
It will show the power status, it will be on if the phone is powered, off if the phone is not powered.

Context-sensitive Softkeys
The screen will display labels for these keys, to identify their context-sensitive functions.

Account Buttons
These buttons are used to active up to the six user accounts.

Programmable Keys
These keys are used for various functionalities such as call /Line appearance Button,

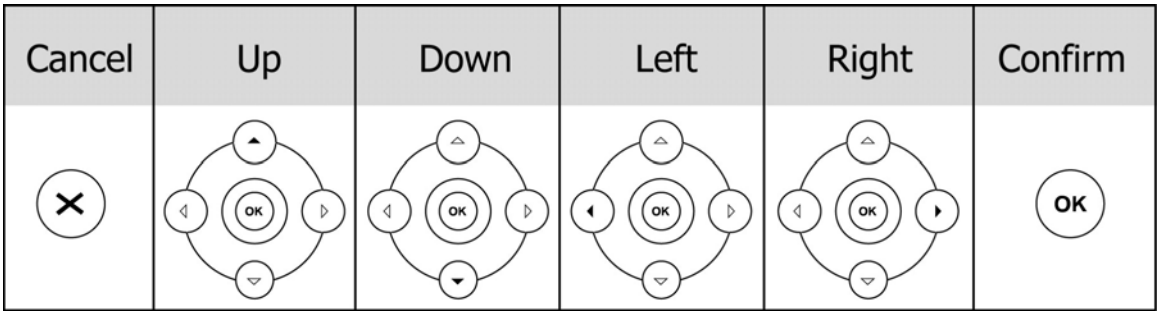
Speed dial, Intercom, Pickup, Hold, Transfer, etc. If not stated the adjacent LED will light when the assigned functionality is turned on.

Dial Pad

Use the DTMF hard keys to enter numbers, letters and special characters. Depending on the selected input mode, you can enter digits, lower / upper case or special characters.

Navigation Keys

Use the navigation keys to navigate in the display menus and confirm or cancel actions.



Audio Device Control Keys

Use the audio device control keys to perform the following actions depending on your phone type:

: Adjust the volume of the handset, headset, speaker and ring tone;

: Allows for hands-free communication during calls;

HEADSET: Place and receive calls through an optionally connected headset. The LED will be on when the phone is in Headset mode;

MUTE : Mute audio transmission locally during calls;

Hard Feature Keys

MESSAGE: Allow users to access the voicemail and SMS directly;

CONF : Enable setup of a local 3-way conference;

HOLD : Place a call on hold or resume it;

TRAN : Transfer current call to third party;

RD : Dials most recently dialed number;

LED Instruction

Table 1 Call /Line Appearance Button LEDs for BLF

LED Status	Description
Steady green	Call/line appearance is in idle status
Slow blinking red	Call/line appearance is ringing
Steady red	Call/line appearance is active
Fast blinking red	Call/line appearance is not available
Off	It is not active as call/line appearance

Table 2 Call /Line Appearance Button LEDs for BLA (Bridged Line Appearances)

LED Status	Description
Steady green	All of the members are in idle status
Steady red	Some part（s）is seizing the line
Blinking green 300ms	Some part(s) is ring-back
Blinking red 300ms	Some part(s) is ringing
Steady orange	Some part(s) is on the phone
Blinking Orange 500ms	Some part(s) is under the public hold status, and all of the members can retrieve the call
Blinking green 500ms	Some part(s) is under the private hold status, and only the initiator can retrieve the call
Blinking red 500ms	Three way conference, all of the parts press hold
Off	It is not active as BLA

Table 3 Account Button LEDs

LED Status	Description
Steady green	The account is active
Blinking green	There is an incoming call to the account
Off	The phone is in idle status whatever registered /unregistered

Table 4 Power Indication LED

LED Status	Description
Steady green	Power on
Off	Power off

Icon Instruction

The IP Phone displays different kinds of icons on its LCD, you can refer to the following table for their meanings:

Icon	Description
	Flashes when the internet is disconnected
	Account register failed
	Account registering
	Account register successful
	Missed calls
	Call in
	Call out
	Input Method: all letters and numbers
	Input Method: numbers
	Input Method: letters in lower case
	Input Method: letters in upper case
	Call mute
	Call hold
	Voicemail
	SMS
	Call forward
	DND(Do not Disturb)
	Auto answer
	In handset mode
	In headset mode

User Interface

There are two ways to customize specific options on your phones:

1. Using keypad and display on the phone;
2. Using Web user interface in an Internet browser from your PC; please refer to "Configuration and Registration" to get into the Web interface.

In many instances, it is possible to use both the user interfaces to operate the phone and change settings; some, however, are only possible via a phone or web user interface. Please refer to the following table for differences:

Phone Options	Phone UI	Web UI
Status --IP Address --MAC Address --Firmware --Network --Phone --Accounts	√	√
Features --Forward --Call Waiting --Auto Answer --DSS Keys --"*" or "#" as send --Hot Line	√ √ √ √ √	√
Basic Phone Functions --Language --Time --Ring Tone --Phone Volume --Logo Customization	√ √ √ √	√ √ √
Advanced Phone Functions --Accounts --Networks --Voice --Codecs --Echo Cancellation etc --Phone Setting --Backlight --Contrast -- Lock --Reset To Factory --Set Admin Password	√ √ √ √ √ √ √ √	√
Other Features --Message --History --Directory --Contact List --Black List	√ √ √	√

Note:
The above table only indicates most of phone functions rather than all of them. Please refer to the relating parts for more details.

User and Administrator Mode

Your phone can be used in user or administrator mode. Administrator mode is the default setting with full configuration rights. The default administrator password is **admin**.

Customizing Your Phone

General Settings

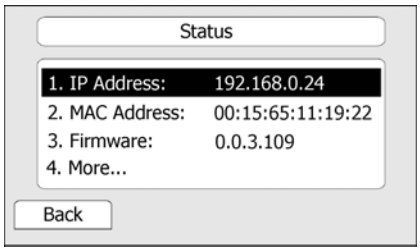
Phone Status

You can view the status of your phone using the Phone interface or the Web interface. This option allows you to review:

- Network status: IP Address, Mac Address, WAN/LAN, Gateway and DNS;
- Phone status: Product Name, Hardware, Firmware, Product ID and Mac;
- Accounts: The 6 SIP accounts status;
- Firmware version;

To check the Phone Status via Phone interface:

1) Press OK button directly or Menu softkey, choose the Status option.
2) Use the navigation keys to scroll through the list and check the specific one.



To view the Phone Status via Web interface:

Open the web browsers and input the IP Address http://WAN-ip-address; Enter the account and password (default account and password are both "admin"); choose Status directly to check the status.

Language

The default Phone interface language is **English**. The Web interface language will depend on your computer Operation System. It will automatically match the language with your computer.

It also supports Simplified Chinese, Traditional Chinese, French, German, Italian, Polish, Turkish, Portuguese, Spanish, etc. You can change the language for the phone user interface and the web user interface independently from each other.

Note:
All languages may not be available for selection. The available languages depend on the language packs currently loaded to the IP phone. Please contact with your system administrator for more information about loading language packs.

To change the language via Phone interface:

1) Press Menu->Settings->Basic Setting->Language.

2) Scroll through the list of available languages.
3) Press the Save softkey when the desired language is highlighted. The language appears on the graphic display will be changed to the one you chose.

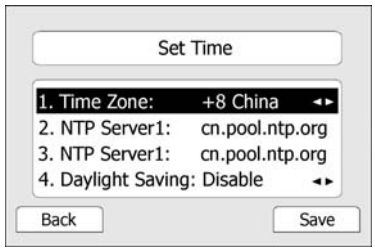
4) Press Back softkey to return to the previous screen.

Time and Date

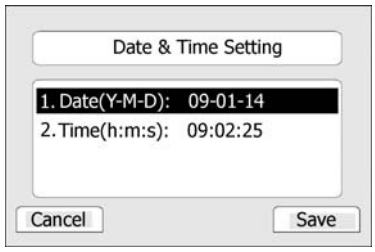
The time and date appears on the idle screen of the IP phone. If the phone can not obtain a time and date from the call server, please contact your system administrator if the time or date is incorrect. You can set the time manually or via the SNTP server which is used to synchronize the time.

To change the Time and Date via the Phone interface:

1) Press Menu->Settings->Basic Setting->Time.
2) If SNTP Settings is chosen, the phone will automatically get the time from the specific NTP Server. Use the navigation keys to highlight the specific option and the relating changes. You can set the Time Zone, NTP Server1/Server2, Daylight Saving respectively.



3) If Manual Setting is chosen, the time can be set manually. Use the navigation keys to highlight the option and enter the specific date and time.



4) Press Save softkey, the time appears on the idle screen will be changed. Press Cancel softkey to return to the previous screen.

To change the Time and Date via the Web interface:

Choose Phone->Preference to do the relating changes. You can also change the Update Interval which specifies the time frequency that the phone refreshes the time automatically. Please refer to the instruction above for the parameters' detail.

Note:
By default the time zone is **+8 China, Philippines, Malaysia**, Daylight Saving Time is disabled.

Keypad Lock

You can lock the keypad of your phone when you are temporarily not using it. This function helps you to protect your phone from unauthorized use. You can lock the following specific keys:

Menu Keys: The Menu softkeys can not be used until unlocked. You can not access the menu of the phone.
Function Keys: The hard function keys can not be used until unlocked. You can not access the MESSAGE, HEADSET, CONF, HOLD, MUTE, TRAN, RD Keys.
Talk Call Only: All of the keys can not be used until unlocked. You can only use the phone to answer the incoming calls.

To enable keypad lock via Phone interface:
1) Press Menu->Settings->Advanced setting, enter the password, and then press Confirm softkey.
2) Press Phone Setting->Lock.
3) Use the navigation key to highlight the one you want to lock.

4) Press Save softkey to active the change, and Back softkey to return to the previous screen.
5) The icon will be displayed on the top right corner of the idle screen.

To unlock the phone via Phone interface
1) Press Menu softkey, you are prompted for the password.
2) Enter the password, then press Confirm softkey, the phone is unlocked.
3) The icon will be disappearing from the idle screen.

To enable keypad lock via Web interface:
Choose Phone->Preference to do the relating changes. Please refer to the instruction above for the parameters' detail.

Note:
1. The default password for unlock is **admin**.
2. Users can make emergency calls when the phone is locked.

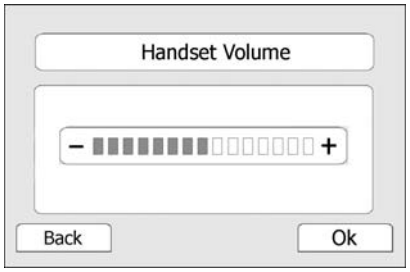
Audio Settings

Volume

You can adjust the volume of handset/speaker/headset.

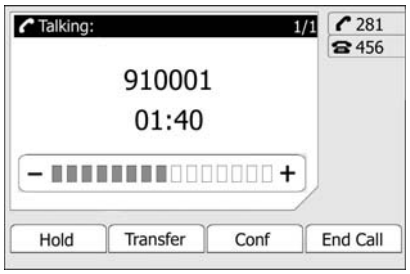
To adjust the volume when you are not in an active call:

1) Press Menu->Settings->Basic Settings.
2) Scroll to Phone Volume, and press Enter softkey, highlight the one you want to adjust the volume, use the Volume Adjustment Bar or navigation keys to adjust the volume.



3) Press OK softkey to save the contrast change or Back softkey to cancel.

To adjust the volume when you are in an active call:
When Handset/Headset/Hands-free mode is activated, press the Volume Adjustment Bar to a comfortable level.



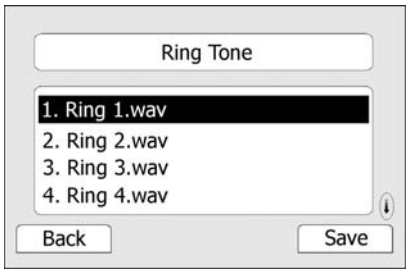
Note:
The volume can only be adjusted via Phone interface.

Ring Tones

You can adjust the type and volume of the ring tone.

To adjust the Ring Tone Type via Phone interface:

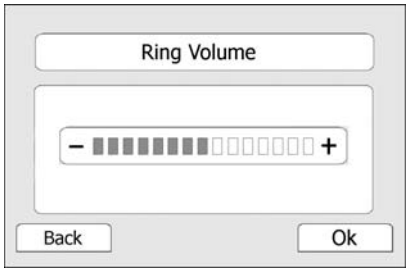
1) Press Menu->Settings->Basic Setting.
2) Scroll to Ring Tone, and press Enter softkey.
3) Use the navigation keys to highlight the specific one.



4) Press OK softkey to save the contrast change or Back softkey to cancel.

To adjust the volume via Phone interface:

1) Press Menu->Settings->Basic Setting->Enter.
2) Scroll to Phone Volume->Ring Volume, use the Volume Adjustment Bar or navigation keys to adjust the volume.



3) Press OK softkey to save the contrast change or Back softkey to cancel.

You can also adjust the ring tone volume by the following way:
When the phone is in idle status, press the Volume Adjustment Bar to a comfortable level.

To change the Ring Tone Type via Web interface:
Choose Phone->Preference->Ring Tone, highlight the specific one in the scroll-down menu, click confirm button to update the change. You can also delete the specific one by clicking the Delete button.

To update the new Ring Tone via Web interface:

1) Click Browse button to choose the specific ring tone file.
2) Click Upload button to upload the file, and then Confirm to save the change.

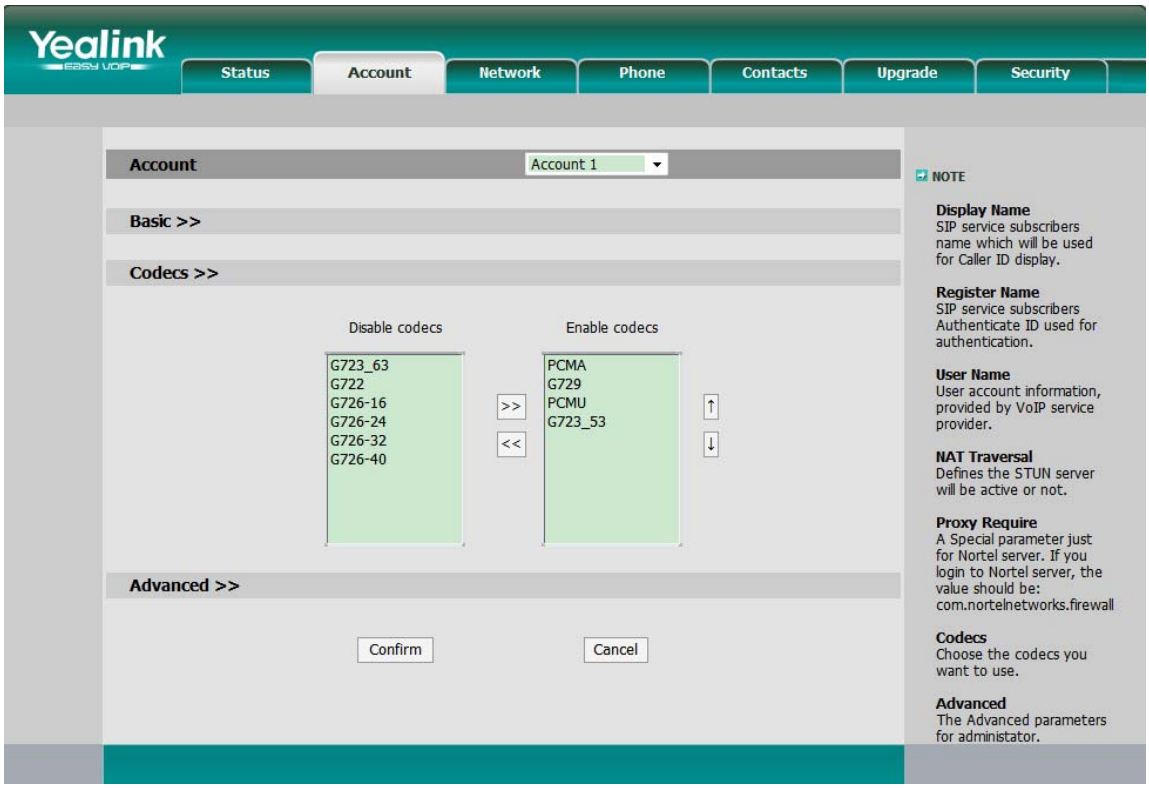
Note:
The ring tone file format must be in 16bits WAV format (via Ulaw Compression), 8K sample rate (monophony). Blank or other special characters can not be included in the file name.

Codec Selection

The IP phone supports the following voice codecs:
G723_63, G722, G726-16, G726-24, G726-32, G726-40, PCMA, G729, PCMU and G723_53.
You can enable/disable the desired codecs via Web interface. Please contact your System Administrator for more details about the codecs.

To enable/disable the codecs:

1) Choose Account-> Codecs.



2) Use the navigation keys to highlight the desired one in the Enabled/Disable Codecs list, and press the >> / << to move to the other list.
3) Click Confirm to save the change.

Note:
Codec selection can only be set via Web interface.

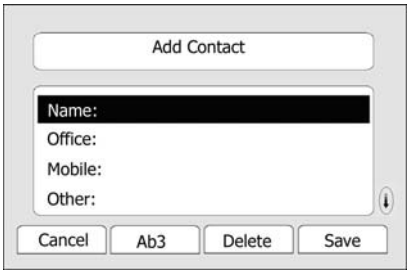
Contact Management

Edit/Add/Delete Contact

You can store a large number of contacts in your phone's directory. You can add, edit, delete, dial, or search for a contact in this directory.

To add a contact via Phone interface:

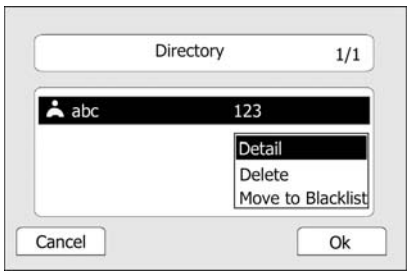
1) Press Directory->Contact List->Enter.
2) Press Add softkey, enter Name, Office/Mobile number of the contact from the keypad. Use the Ab3 softkey to select between numeric and upper/lower case alphanumeric modes.



3) Use the navigation keys to select the desired account as Line if you want to assign the contact to a specific account.
4) Press Save softkey to add the contact or Cancel softkey to cancel the change.

To edit/delete a contact via Phone interface:

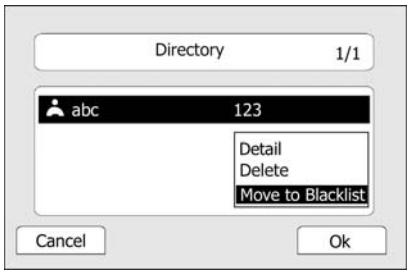
1) Press Directory->Contact List->Enter.
2) Use the navigation key to highlight the one you want to delete, press Option softkey, and scroll to Detail/delete, press OK softkey.



3) Make the desired changes, press OK softkey. Or Cancel softkey to return to the Directory.

To move a contact to the blacklist via Phone interface:

1) Press Directory->Contact List->Enter.
2) Use the navigation key to highlight the one you want to move, press Option softkey, scroll to move to Blacklist, press OK softkey twice to confirm the change, or press Cancel softkey to return to the Directory.



3） You can check the blacklist by pressing Directory->Contact List->Enter->Black List, and do the desired changes.

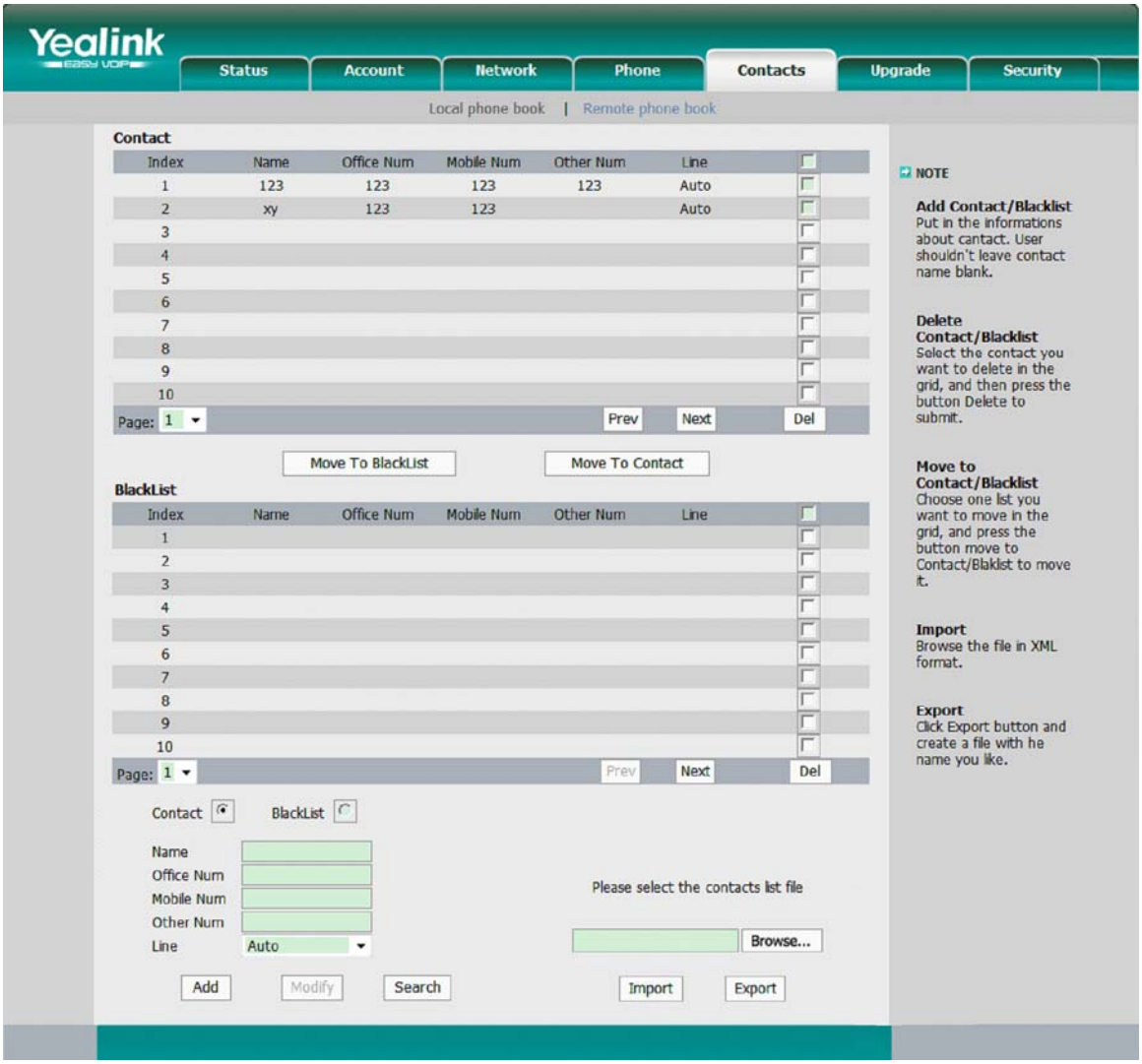
Note:
If the contact is moved to the blacklist, then the call from this contact can not get through.

To add/delete/edit the contact list & black list via the Web interface:
Choose Contacts and then do the relating changes. Please refer to the instruction above for the parameters' detail.

Import/Export Contact list

Import/Export Contact List via Web interface:

1) Choose Contacts-> Local phone book.



2) Browse the specific contact list file in .XML format, and then click Import button. The imported contact lists will be shown in the Directory.
3) Chlick the Export button to export the contact list.

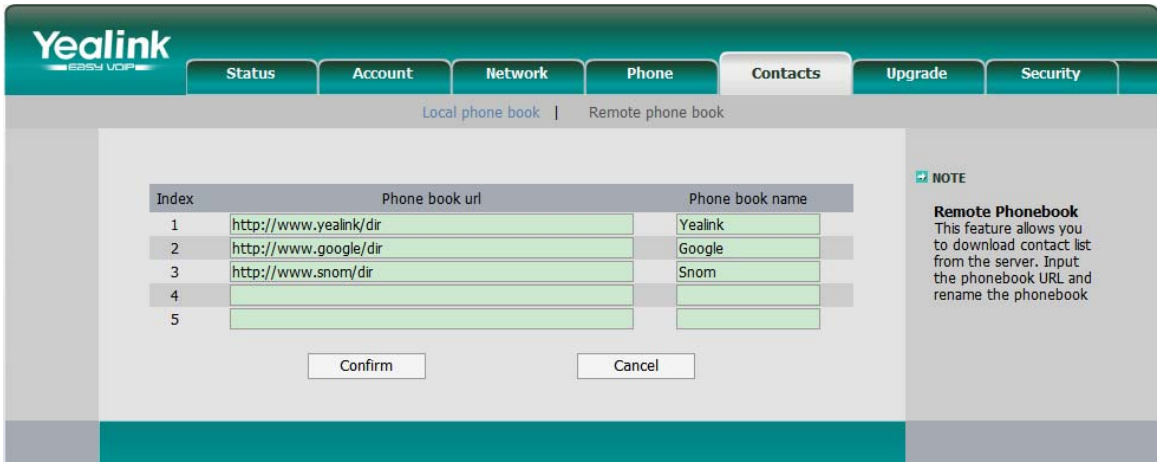
Note:
Import/Export Contact List can only be set via Web interface.

Remote phone book

The IP phone has address book itself, but in the enterprise applications, often there will release common address book. For the maintenance and the update of the common address book are usually carried out on the server or IPPBX, so in order to maintain up-to-date public address book, terminal users need to have remote address book function. When the users browse the remote address book, the terminal will check and download the last information released on the server in time, and display on the terminal for the user.

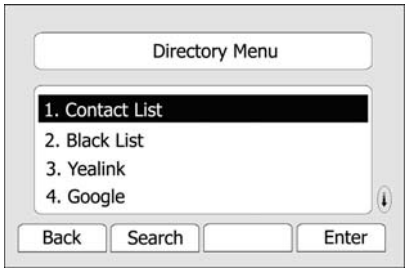
To set the Remote phone book via Web interface:

1) Choose Contacts-> Remote phone book.



2) Input the Phone book URL and the phone book name, then click the Confirm button to save the change.

3) After the setting, go to the directory via phone interface, you will see the remote address book you just added:



4) Choose a special one, and press the Enter softkey, it will go to the corresponding URL address to download the contact information for you.

Note:
This IP phone can support 5 remote phone books at most.

Other Settings

Logo Customization

You can upload your own logo which shown in the idle screen.

1) Prepare the desired the logo file which is
   --in BMP format,
   --max pixels: 236*82,
   --can only be monochrome with 2 gray scales at most.
2) Run PictureEXDemo.exe, choose Add button->choose the specific logo file->click Convert, and then close the software.
3) A new-built folder named adv with a .dob file will be created.
4) Choose Phone->Function->Logo via the Web interface, press Browse button, and choose the .dob file just created by the software.
5) Press Upload button to complete the Logo Customization. You will find the desired logo shown on the idle screen.

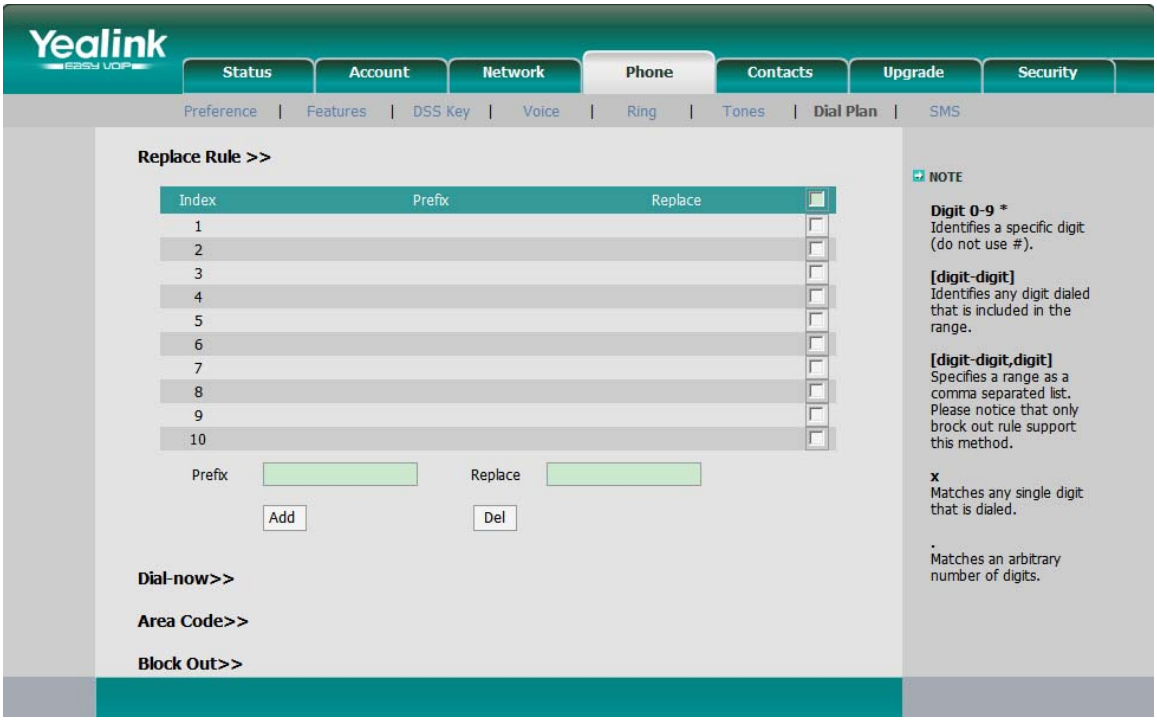
Note:
Please contact with your system administrator or service provider for the software with PictureEXDemo.exe.

Dial Plan

A dial plan establishes the expected number and pattern of digits for a telephone number. This includes country codes, access codes, area codes and all combinations of digits dialed. For example if you set the *Frefix* as 0 and *Replace* as 0086 (Chinese country code), when you dial 05702000 out, the number will be replaced by 00865702000 automatically.

To set a Dial Plan via the Web interface:

1) Choose Phone->Dial Plan->Replace Rule.



2) Enter the desired *Prefix* and *Replace.*

3) Press Add button to save the changes.
4) You can also delete a specific one from the dial plan list.

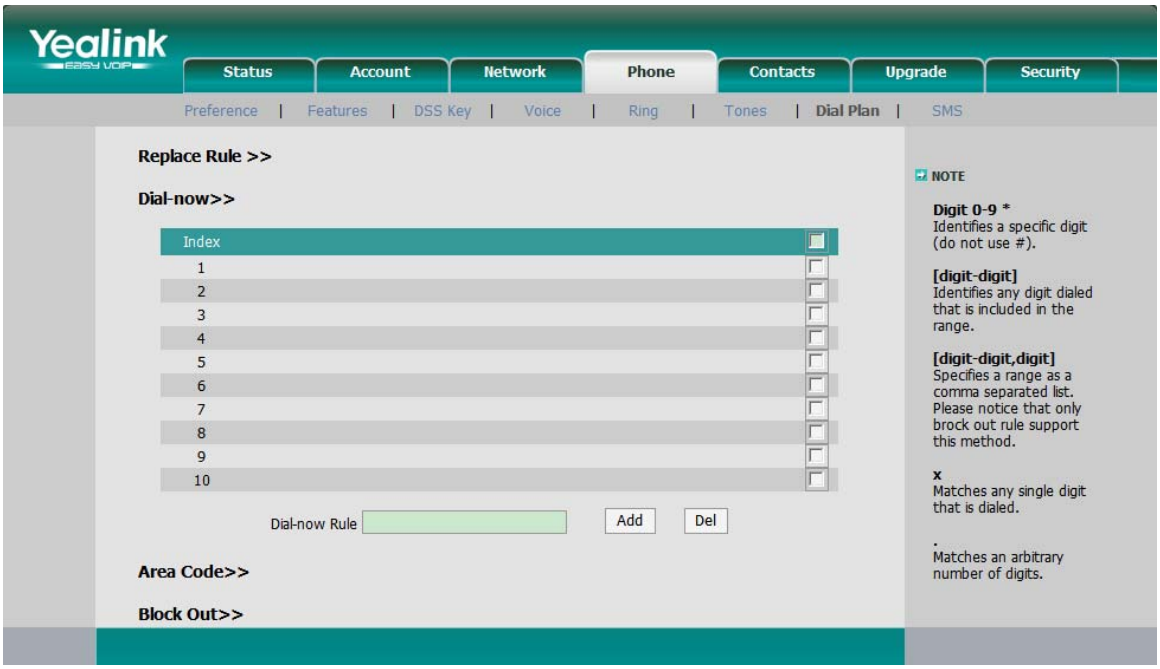
Note:
Please contact with your system administrator for the country/area code if you want to set the dial plan.

Dial Now

Dial-now enables you to define the specific length of any number/letter in advance(for example xxx), next time when users dial out the 123 whose length matches the Dial-now rule, the phone will dial out 123 in one second without pressing Send button.

To set a Dial Plan via the Web interface:

1) Choose Phone->Dial Now.



2) Enter the desired "x/."
3) Press Add button to save the changes.
4) You can also delete a specific one from the dial plan list by pressing Del button.

Note:
x represents any numbers; . represents any letters.

Block Out

The specific phone numbers can be forbidden to be call out from your IP phone.

1) Choose Phone->Dial Plan->Block Out.
2) Enter the phone number and click Add button to save the changes, or choose the specific one in the list, click Delete button to delete the record.
3) You can not dial out the number from your IP phone unless it is removed from the Forbidden List.

Using the Basic Call Functions

Making a call

Call Devices

You can make a phone call via the following devices:

1) Pick up the handset, icon will be shown in the idle screen.
2) Press the Speaker button, icon will be shown in the idle screen.
3) Press the Headset button if the headset is connected to the Headset port in advance. The icon will be shown in the idle screen.

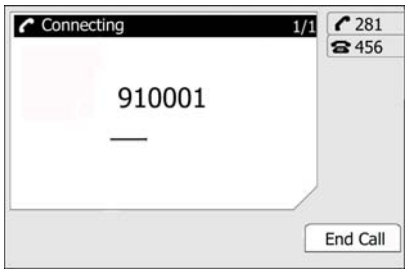
You can also dial the number first, and then choose the method you will use to speak to the other party.

Call Methods

You can press an available line button if there is more than one account, then

1) Dial the number you want to call, or
2) Press the Directory softkey, use the navigation button to highlight your choice, or
3) Press History softkey, use the navigation button to highlight your choice (press Left/Right button to chose All Calls, Missed Calls, Dialed Calls, Received Calls and Forwarded Calls) or
4) Press the RD button to fetch the last dialed number.
5) Press the programmable keys which are set as speed dial button.

Then press the Send button or Send softkey to make the call out if necessary.

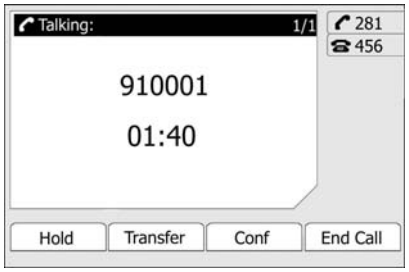


Answering a call

Answering an incoming call

1) If you are not on an active call, lift the handset to answer it using the handset, or press the Speaker button to answer it using the speakerphone, or press the headset button to answer it using the headset.

2) If you are on an active call, press the answer softkey.



During the conversation, you can alternate between Headset, Handset and Speaker phone by pressing the corresponding buttons or picking up the handset.

Denying an incoming call

Press Reject softkey to deny the incoming call directly.

DND

Press DND softkey to active DND Mode. Further incoming calls will be rejected and the display shows: DND icon. Press DND softkey twice to deactivate DND mode. You can find the incoming call record in the Call History.

Call Forward

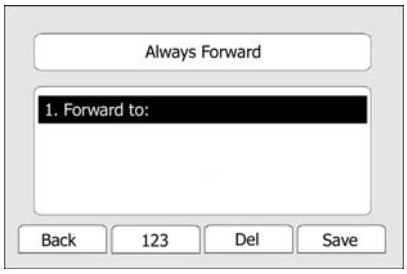
This feature allows you to forward an incoming call to another phone number e.g. a cell phone or voice mailbox. The display shows icon.

The following call forwarding events can be configured:

- *Cancel:* Call forwarding is deactivated by default.
- *Always:* Incoming calls are immediately forwarded.
- *Busy:* Incoming calls are immediately forwarded when the phone is busy.
- *No Answer:* Incoming calls are forwarded when the phone is not answered after a specific period.
- *Busy/No Answer:* Incoming calls are forwarded not matter the phone is busy or not answered.

To configure Call Forward via Phone interface:

1) Press the following softkeys: Menu->Features->Enter->Call Forward->Enter.
2) There are 5 options: Always Forward, Busy Forward, No Answer Forward, Busy/No Answer Forward, and Cancel Forward.
3) If you choose one of them (except Cancel Forward), enter the phone number you want to forward your calls to. Press Save to save the changes.



To configure Call Forward via Web interface:
Choose Phone->Features->Forward to do the relating changes. Please refer the above configuration information.

During an Active Call

Mute

This function allows you to mute the microphone of the active audio device during a call; you can not be heard by the other party. You can still hear all other parties while mute is enabled.

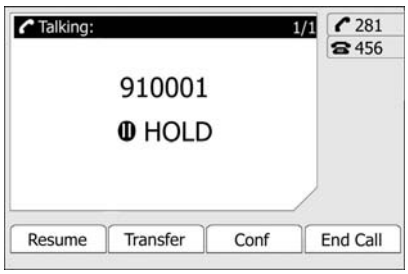
To mute/unmute the conversation:
Press Mute button during the conversation, the icon will be shown in the LCD. Press it again to get the microphone return to normal conversation.

Call Hold

This call function allows you to place an active call on hold. In this case your IP PBX might play a melody or message to the other party while waiting. Other calls can be received and made while having a call on hold.

To hold/resume a call:

1) Press the Hold button or Hold softkey to put your active call on hold.
2) If there is only one call on hold, press the Resume softkey or Hold button to retrieve the call.



3) If there are more than one call on hold, press the line button, press the Up/Down button to highlight the call, press the Resume softkey or Hold button to retrieve the call.

Note:
When you are under the call hold status, putting down the handset, the conversation will go on over the speaker instead of hanging up the call.

Call Waiting

This call feature allows your phone to accept other incoming calls to an extension already in an active call.

To enable/disable Call Waiting via Phone interface:

1) Press Menu->Features->Call Waiting->Enter softkeys.
2) Use the navigation keys or Disable/Enable softkey to active/inactive call waiting.

3) Press Save softkeys to save the changes, or Back softkey to return to the previous menu.

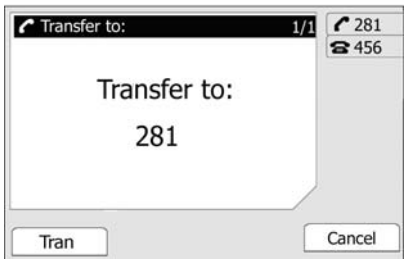
To enable/disable Call Waiting via Web interface:
Choose Phone->Features->Call Waiting to do the relating changes.

Call Transfer

You can customize your phone so that incoming calls are transferred directly to a third party such as another extension, mobile phone number, etc. There are two ways to transfer the call: Blind Transfer and Attended Transfer.

To Blind Transfer via Phone interface:

1) Press Tran Button or Transfer softkey during the active conversation, the call will be on hold, there will be a dial tone. Dial the other telephone number.



2) Hang up to complete the transfer.
3) You will be disconnected from the call.

To Attended Transfer via Phone interface:

1) Press Tran Button or Transfer softkey during the active conversation, the call will be

on hold, there will be a dial tone. Dial the second telephone number.

2) When the phone is answered, you can have a private conversation without the first person hearing it, then hang up to complete the transfer.
3) You will be disconnected from the call.

3-way Conference

You can establish a three-party conference, during the conversation three phone parties can communicate with each other.

To establish a conference:

1) Press the Conf softkey during an active call.
2) The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the Send softkey.

3) When the call is answered, the conference call will include you and the other two parties.
4) Hang up to disconnect all parties.

Message

The phone supports SMS (Short Messaging Service) and Voicemail, if you want to use them, please make sure that your VoIP telephony system supports this functionalities and your accounts' message has been enabled.

Voicemail

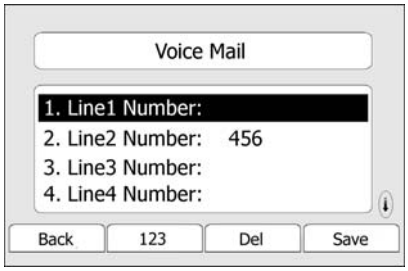
Your voice mailbox messages, which are usually stored on a media server of your local or hosted VoIP telephony system, can be accessed from your phone.

New voice messages can be indicated both acoustically and visually as described below:

- The idle screen will indicate the new voice messages coming.
- The MESSAGE button will be lighted.

To configure the Voicemail code via Phone interface:

1) Press MESSAGE button，scroll to Voice Mail, press Enter softkey.
2) Use the navigation keys to highlight the line for which you want to set, enter the code which the phone uses to connect to your system. Press 123 softkey to choose the proper input method.



3) Press Save to save the change, press Back to return to the previous menu.

Note:
Please contact your system administrator for the connecting code. Different systems have different codes.

To retrieve the new voicemail via the Phone interface:

1) Press the Voicemail softkey directly.
2) You may be prompted to enter the password which is needed to connect to your VoIP telephony system. It depends on your system.
3) Your voice mailbox is called and you are able to listen to your new and old messages.

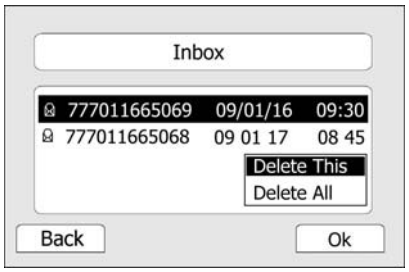
Note:
Before retrieving the new voicemail, please make sure that the connecting code has been set on the phone.

SMS

You can retrieve the SMS in the same way as Voicemail.

To retrieve the SMS via Phone interface:

1) Press MESSAGE button, scroll to Text Message, press Enter softkey.
2) Use the navigation softkey to highlight the options. You can read the message in the Inbox/ Sentbox/ Outbox/ Draftbox.



3) Press Read softkey to open and read the specific message.

To reply the SMS via Phone interface:

1) After retrieving the specific message, press Reply softkey, use the Ab3 softkey to change the Input Method.

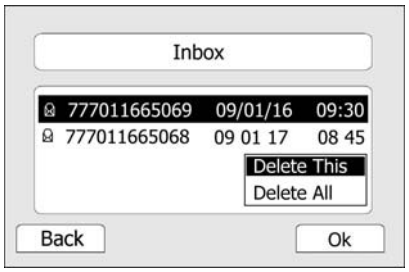
2) (Optional) If multiple lines are configured on your phone, select from which line messages are to be retrieved from the list using the navigation keys and Messages appear first to last in sent order.
3) Press Send softkey, you are required to choose an account which is used to send out the message and the number you want to send to.
4) Press Send softkey to send out the message, or Back softkey to return to the previous menu.

To edit a new message via the Phone interface:

1) Press MESSAGE button, scroll to Text Message, press Enter softkey.
2) Scroll to New Message, press Enter softkey.
3) Edit the new message, use the 123 softkey to change the Input Method.
4) (Optional) If multiple lines are configured on your phone, select from which line messages are to be retrieved from the list using the navigation keys and Messages appear first to last in sent order.
5) Press Send softkey to send out the message, or Back softkey to return to the previous menu.

To delete the message via the Phone interface:

1) After retrieving the specific message, press Delete softkey.
2) You are prompted to confirm the Delete, press Yes softkey to delete the message, press No softkey to return to previous menu.



To edit the message via Web interface:

1) Choose Phone->SMS.
2) Enter the account information, target phone number, message content.
3) Press Send button to send out the message, or Cancel button to cancel the operation.

Note:
You can not perform the messaging via Web interface except edit Message.

Using the Advanced Phone Functions

Account Setting

Please refer to the previous part "Configuration and Registration" for the basic Account setting information. The following table lists the instruction of the field about the advanced Account Setting.

Field Name	Description
UDP Keep-alive Message	Defines whether to active the phone UDP Keep-alive mechanism. The default is Enabled.
UDP Keep-alive Interval	This parameter specifies how often the phone will send a packet to the SIP server. Default is 30 seconds.
Login Expire	This parameter specifies the time frequency that phone refreshes its registration. The default interval is 3600 seconds.
Local SIP Port	Local SIP port. The default value is 5060.
Local RTP Port	Defines the local RTP port that the phone will listen and transmit. The default value is 11780.
RPort	The parameter allows you configuring the proxy to send responses back to a particular address and port. The default is disabled.
SIP Session Timer	This document defines an extension to the Session Initiation Protocol (SIP). This extension allows for a periodic refresh of SIP sessions through a re-INVITE or UPDATE request. The refresh allows both user agents and proxies to determine if the SIP session is still active.
Subscribe Period	This parameter could set the period of the subscription. The default value is 3600.
DTMF Type	Select the DTMF type.

You can only configure these settings via Web interface.

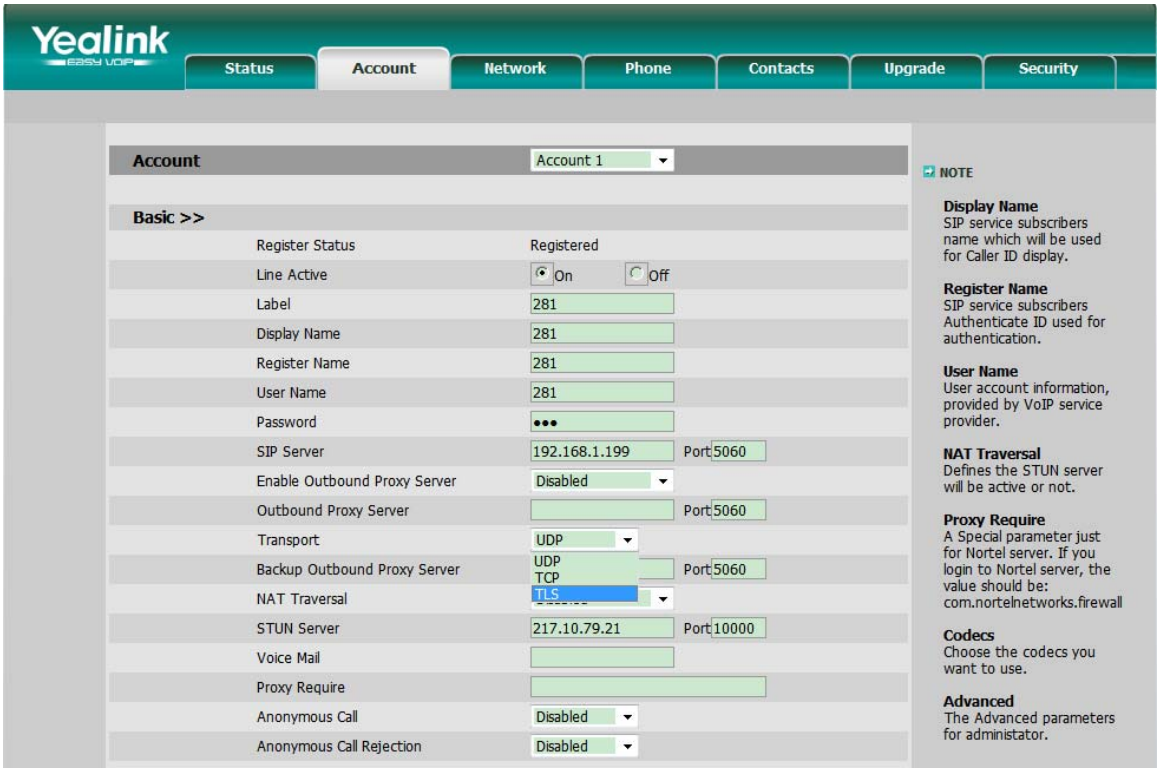
1) Choose Account.
2) Select the desired account.
3) Choose Advanced to do the relating settings.

You can consult your system administrator for more information.

TLS

TLS(Transport Layer Security), an IETF standards track protocol (RFC 5246), was based on the earlier SSL specifications developed by Netscape Corporation.

Go to Account->Basic, choose Transport option, in the pull-down menu, you can choose the TLS option, then click the Confirm button to save the change.



Network Setting

PC Port Setting

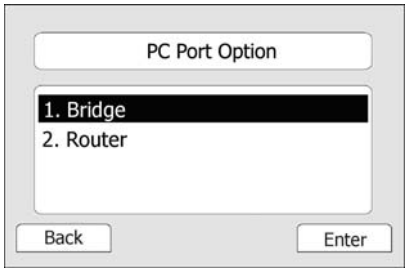
Please refer to the previous part "Configuration and Registration" for the basic Network WAN setting information. The following table lists the instructions of the field about the Network PC Port Setting.

Field Name	Description
As Bridge	If you select the Bridge mode, then the two Fast Ethernet ports will be transparent.
As Router	If you select the Router mode, the SIP phone will work as a router
IP address	User could configure the PC port IP address.
DHCP Server	If you set the DHCP server on, the device connected to the PC

	port will get the IP address automatically between the start IP address and the end IP address. But if you select the bridge mode, the DHCP server can not work.
Starting IP	Indicate the range of the IP address
End IP	Indicate the range of the IP address

To configure PC Port settings via Phone interface:

1) Press Menu->Settings->Advanced Setting.
2) Enter the password required, scroll to Network option, press Enter softkey, select PC port option, then press Enter softkey.



3) If you choose Bridge, it will return to the previous menu.
4) If you choose Router, you will be prompted to enter the IP Address, Subnet Mask, DHCP Server Disable/Enable.
5) Press Save softkey to save the changes, or Cancel softkey to return to the previous menu.

To configure PC Port settings via Web interface:

Choose Network-> PC Port to do the relating configuration, you can set the starting and end IP address only via Web interface. You can consult your system administrator for more information.

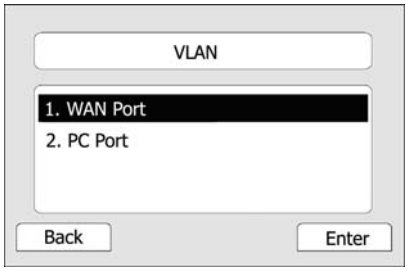
VLAN Setting

VLAN is a group of hosts with a common set of requirements that communicate as if they were attached to the Broadcast domain, regardless of their physical location. The following table lists the instruction of the field about the VLAN Setting.

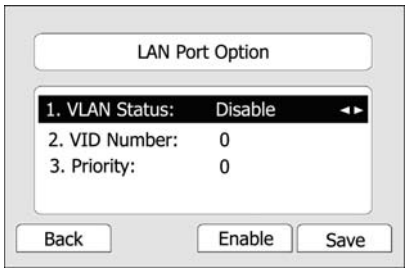
Field Name	Description
QoS	When the network capacity is insufficient, QoS could provide priority to users by setting the value.
Local RTP Port	Define the port for voice transmission.
WebServer	Users can choose the WebServer type: Disable, HTTP, HTTPS, or HTTPS & HTTP.

To configure VLAN settings via Phone interface:

1) Press Menu->Settings->Advanced Setting.
2) Enter the password required, scroll to Network option, press Enter softkey, select VLAN option, then press Enter softkey again.



3) Choose WAN Port, press Enter softkey.



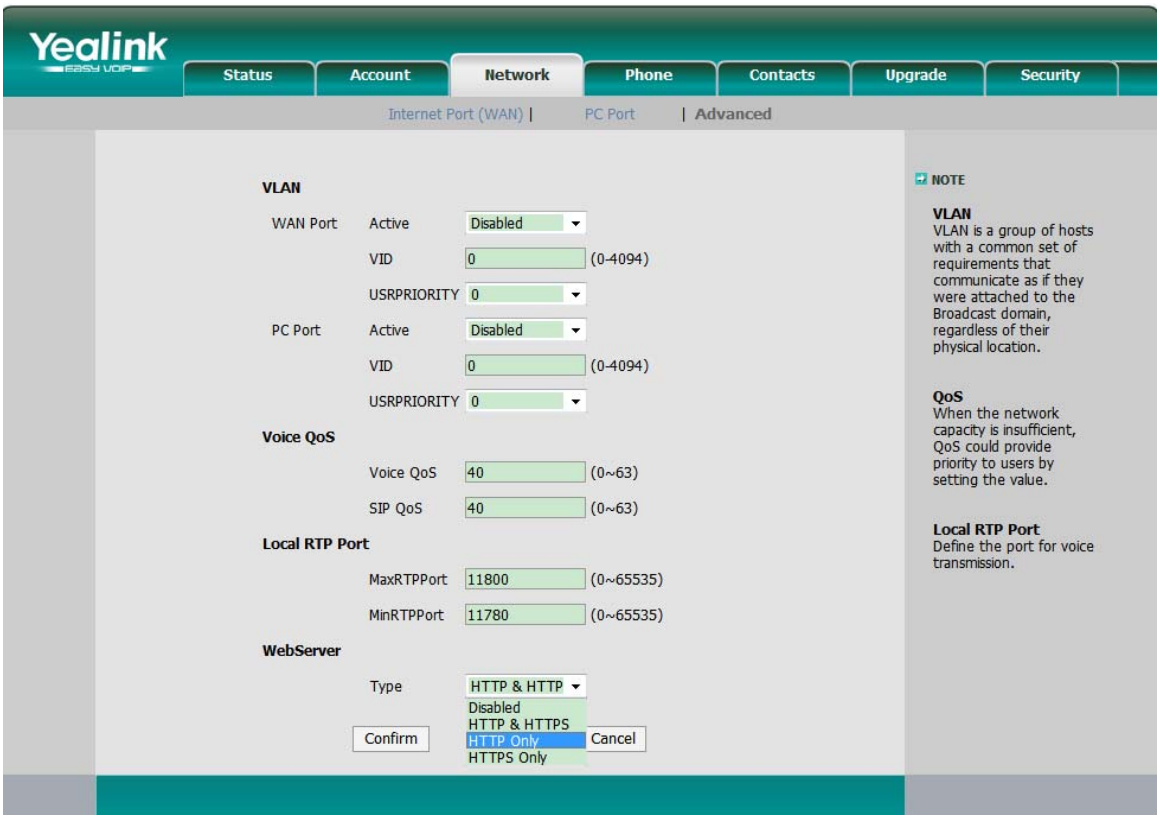
4) Set the VLAN Status, and input the VID Number, Priority.
5) Press Save softkey to save the settings, or Back softkey to return to VLAN menu.
6) Follow the same way to set the PC Port option.

To configure VLAN settings via Web interface:
Choose Network->Advanced to do the relating configuration. You can consult your system administrator for more information.

HTTPS

This IP phone can support HTTPS (Hypertext Transfer Protocol over Secure Socket Layer). Adding SSL layer under HTTP, in short, it is a security version of HTTP. Users can set this transmission mode via web page.

To configure HTTPS settings via Web interface:
Go to Network->Advanced, choose WebServer option, in the pull-down menu of Type field, choose the transmission mode, then click the Confirm button to save the changes.



Note:
For more details of the HTTPS, you can consult with your system administrator.

Maintenance Tasks

Administrator Mode

The phone allows two modes to configure the phone:

- User Mode
- Administrator Mode

Administrator mode grants unlimited access to the phone configuration on both Web and Phone interface. User Mode is not able to access the settings on the Phone interface such as: Accounts, Network, Reset to Factory, other phone settings.

Administrator/User Password

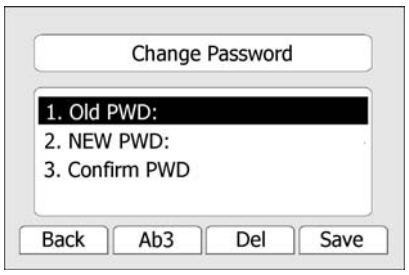
Administrator mode grants unlimited access to the phone configuration on both web and phone user interface. The administrator/user password is used to access:

- Web interface along with user name.
- the advance settings of the phone such as Network, Account, Reset to Factory Settings via the Phone interface.

The default administrator password is **admin**. Meanwhile the user name for Web interface access is **admin**.

To change the administrator password via Phone interface:

1) Press the softkeys Menu, scroll to Settings, press Enter softkey, use the navigation keys to highlight Advance Settings.
2) You are prompted to enter the required password, the default one is **admin**.
3) Scroll to Set Admin Password, press Enter softkey.
4) You are prompted to enter the old and new password, Press Ab3 softkey to change the input method.



5) Press OK softkey to confirm the change, press Cancel softkey to return to previous menu.

To change the administrator password via Web interface:
Choose Password->admin, enter the old and new password, click Confirm button to save the changes, or Cancel button to cancel the changes.

Reboot

You should reboot the phone when you are challenged, e.g. after applying changes to the phone configuration.
To reboot via Web interface:

1) Choose Upgrade->Basic.
2) Click Reboot button.

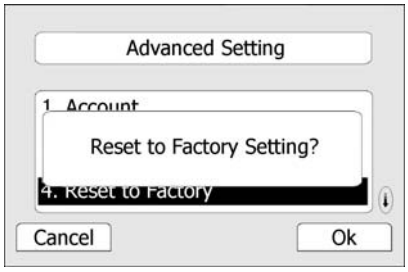
Note:
You can only reboot from Web interface. Please do not power off during reboot, or it will cause the flash memory error.

Reset to Factory

You should reset the phone only in this case: the phone configuration was changed and the phone is not functioning anymore. To maintain the configuration of the phone, you need your system administrator or service provider's advice.

To reset to factory via phone interface:

1) Press the softkeys Menu, scroll to Settings, press Enter softkey, use the navigation keys to highlight Advance Settings.
2) You are prompted to enter the required password, the default one is **admin**.
3) Scroll to Reset to Factory, press Enter softkey.
4) You are prompted to confirm the change, press OK softkey to reset to factory settings, press Cancel softkey to return to previous menu.



5) It will take a few minutes to reset, please do not power off during resetting, or it will cause flash memory error.

To reset to factory via Web interface:

1) Choose Upgrade->Basic.
2) Click Reset to Factory button.

Note:
If you confirm all current setting changes including contact list, call history, account settings, etc will be lost, you need to export the configuration first if you still want to import the old configurations after reset. Or your phone must be configured a new manually unless mass provisioning is used!

To Export/Import the old configuration file via Web interface:

1) Choose Upgrade->Advanced, select Import/Export Configuration, click Export button to export the file to your local computer.
2) Choose Upgrade->Advanced, select Import/Export Configuration, click Browse button, select the specific configuration file in your local computer, click Import button.
3) It will take a few minutes to reset, please do not power off during resetting, or it will cause flash memory error.

Firmware Update

The phone is delivered with pre-installed firmware which allows operating your phone flawlessly. If you require updating the phone's firmware please contact your system administrator. You can only update the firmware via Web interface.

To update the firmware manually via Web interface:

1) Choose Upgrade->Basic->Browse, select the firmware file in your local computer.
2) Click Upgrade button to update the new firmware.
3) Please do not power off during the updating.

To update the firmware automatically via Web interface:

1) Choose Upgrade->Advanced, configure the relating settings: Protocol, TFTP Server Address/Port, Check New Firmware, Period, ASE Key.
2) Click Confirm button, the phone will check the server for a new firmware in a specific time, and it updates automatically if there is new firmware.
3) You can also update the firmware immediately by pressing Auto-provision button.

The parameters of the Auto-provision:

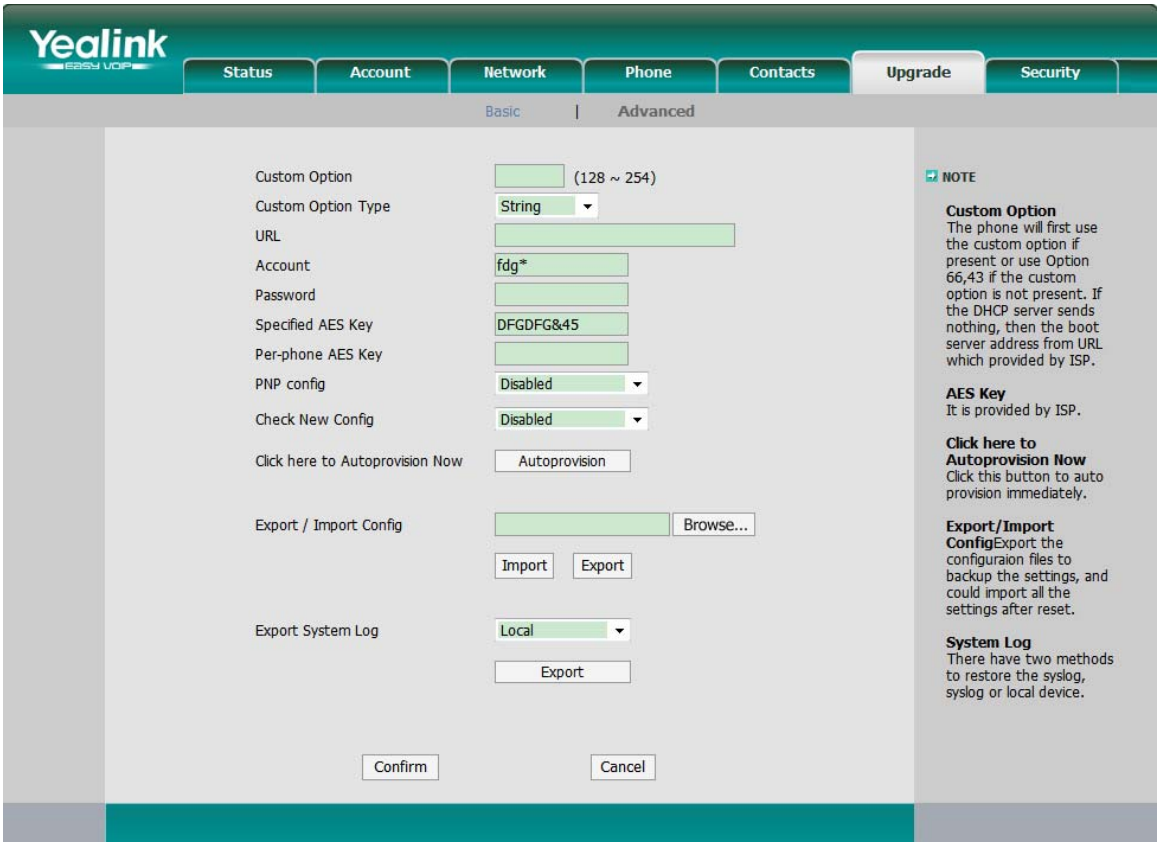
Parameter	Description
Update Protocol	The phone can be updated via TFTP, FTP or HTTP.
TFTP Server	If you choose TFTP as protocol TFTP, you need to enter the TFTP server IP address and port.
Check new config	You can specific the period that your phone checks the new firmware from the server: Power on, Repeatedly, Weekly, Power on + Repeatedly, Power on + Weekly and Disabled.
Scheduling	You can specific the period in days which the phone checks and updates the new firmware, the range is 1-30 days.

Note:

1. Any power interruption during the following process will most likely lead to a flash memory error. As a result the system cannot boot up anymore. The procedure can only be conducted in Administrator Mode.
2. If the updating is failed, you can re-plug the power adaptor, and press the Speaker key for 3 seconds, the IP phone will enter the account configuration interface. Users can reconfigure the IP phone account information here, then press the OK button to save the changes.

Decryption

This IP phone can support y000000.cfg and mac.cfg files encryption and decryption for user authentication to realize security usage. If there are any encrypted y000000.cfg or mac.cfg files on the server, uses can open the webpage of your IP phone. Go to Upgrade->Advanced, choose and fill in the Specified AES Key (for y000000.cfg) and Per-phone AES Key (for mac.cfg) option, then click the Confirm button to decryption the files and upgrade to the new version. Shown as below:



Note:
You can ask your system administrator for the decrypt password.

System Log Export

If there are any errors happened in your phone, you can export the system log and send to your system administrator for diagnosis.

To export the System Log:
Choose Upgrade->Advanced, select Export System Log, click Export button to export the file to your local computer.

Programmable Key Configuration

The phone has 10 programmable keys which are able to set up to 21 functions per key. The following list shows the functions you can set on the programmable keys and provides a description for each function. The default configuration for each key is N/A which means the key hasn't been set for any functions.

- N/A
- BLF
- Line
- Speed Dial
- Intercom
- URL
- BLA
- Conference
- Forward
- Transfer
- Hold
- DND
- Redial
- Call Return
- Group Pickup
- Call Park
- Group Listening
- SMS
- Voicemail
- Custom
- Public Hold
- Private Hold

Note:

1. Quick access features like Intercom and Voicemail must first be configured on your PBX in order to work on your phone. See your system administrator for more information.
2. Users can also connect EXP38 to extend the programmable keys to 38 or more.

BLF

You can configure the key for Busy Lamp Field (BLF) which allows you to monitor the status (idle, ringing, or busy) of other SIP accounts. User can dial out on a BLF configured key.

To assign the key as BLF:

1) Choose Phone-> DSS Key -> Memory Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose BLF from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to monitor.
3) Press Confirm button to save the changes.

Please refer to “LED Instruction” for more details about the LED status in different situation.

Note:
In the Web interface, you can also set the pickup number to active the pickup function. For example, if you set the BLF number as 212, and the pickup number is *83, then when there is an incoming call to 212, press the BLF key, it will call out the *83 automatically to pickup the incoming call on 212.

Line

You can set these keys as line keys to active up to the six user accounts.

To assign the key as Line:
Choose Phone-> DSS Key -> Memory Key or Line Key, choose one of the link key you want to make the assignment, there is a pull-down menu in the Type field, choose Line from the list, press Confirm button to save the changes.

Speed Dial

You can configure the key as a simplified speed dial key. This key function allows you to easily access your most dialed numbers.

To assign the key as Speed Dial:
1) Choose Phone-> DSS Key -> Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose Speed Dial from the list.
2) In the "Line" field, select a line for which to apply this key, in the “Number” filed enter the extension number you want to perform Speed Dial.
3) Press Confirm button to save the changes.

Intercom

You can configure the key for Intercom mode and is useful in an office environment as a quick access to connect to the operator or the secretary.

To assign the key as Intercom:
1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose Intercom from the list.
2) In the "Line" field, select a line for which to apply this key, the default one is Auto which means it will match the account automatically. And enter the extension number you want to intercom.
3) Press Confirm button to save the changes.

Note:
Your VoIP PBX must support this feature. And make sure the intercom extension enables the Auto-answer function.

URL

If the key is configured as URL, then pressing this key, you can send HTTP requests to a web server.

To assign the key as URL:

1) Choose Phone->DSS Key ->Memory Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose URL from the list.
2) Enter the extension number you want to set as URL in the Extension field.
3) Press Confirm button to save the changes.

BLA

The Bridged Line Appearance (BLA) feature allows subscribers to share SIP lines and also provides status monitoring of the shared line. When a user places an outgoing call using such an appearance, all members belonging to that particular BLA group are notified of this usage and are blocked from using this line appearance until the line goes back to idle state or when the call is placed on hold.
Similarly all members of the BLA group are notified of an incoming call and the call can be picked up on a line appearance associated with the BLA extension.

To assign the key as BLA:

1) Choose Phone->DSS Key ->Memory Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose BLA from the list.
2) In the "Line" field, select a line for which to apply this key, the default one is Auto which means it will match the account automatically. And enter the extension number you want to intercom.
3) Press Confirm button to save the changes.

Conference

You are allowed to configure the programmable key to be used as a conference key while remaining in the current call. This key allows a user on a call to conference another party at a pre-defined number while remaining in the conference.

To assign the key as Conference:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, click the pull-down menu and choose Conference.
2) Press Confirm button to save the changes.

Forward

If the key is configured as Forward key, press this key under the idle status, the IP

phone will turn to the Always Forward page, and you can set the Forward to number, then when there is any call to the extension number will be forwarded to the set number automatically.

To assign the key as Forward:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Forward from the list.
2) Enter the extension number you want to forward to in the Extension field.
3) Press Confirm button to save the changes.

Transfer

You are able to configure the key as a transfer key to perform the Blind/Attended Transfer.

To assign the key as Transfer:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Transfer from the list.
2) Press Confirm button to save the changes.

Hold

The key can be configured as a hold key. You can use this key to hold and retrieve a call during the conversation.

To assign the key as Hold:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Hold from the list.
2) Press Confirm button to save the changes.

DND

If the key is configured as DND key, you are allowed to active the DND function immediately when you press it. Press it again to deactivate DND mode.

To assign the key as DND:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose DND from the list.
2) Press Confirm button to save the changes.

Redial

If the key is configured as Redial key, press this key under the idle status, it will fetch the last dialed number, then you can choose a special line to call out by pressing the line keys.

To assign the key as Redial:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Redial from the list.
2) Press Confirm button to save the changes.

Call Return

When the key is configured as Call Return key you are allowed to dial out the last phone call you received.

To assign the key as Call Return:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Call Return from the list.
2) Press Confirm button to save the changes.

Group Pickup

When you configure a Group Pickup key, you specify the extension that you want to monitor. Then, when the monitored extension receives a call, you press the key to pick up the call. If the monitored extension receives multiple incoming calls simultaneously, the IP Phone UI displays a list of incoming calls. You select a call from this list to start the conversation.

To assign the key as Group Pickup:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Group Pickup from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to pickup.
3) Press Confirm button to save the changes.

Call Park

Call Park is a feature that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.

The "call park" feature is activated by pressing a preprogrammed button or a special sequence of buttons. This transfers the current conversation to an unused extension number and immediately puts the conversation on hold. The telephone system will then display the extension number of the parked call so that the call can later be retrieved.

To assign the key as Call Park:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Call Park from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to park.
3) Press Confirm button to save the changes.

Group Listening

When the key is configured as Group Listening key, you are allowed to enable the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversation which has more than one person at one side. You are able to speak and listen using handset/headset; meanwhile the others near by can speak and listen using speakerphone. You can get back to the previous mode by pressing the key again.

To assign the key as Group Listening:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Group Listening from the list.
2) Press Confirm button to save the changes.

SMS

When the key is configured as SMS key you are allowed to access SMS quickly by pressing this key.

To assign the key as SMS:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose SMS from the list.
2) Press Confirm button to save the changes.

Voicemail

When the key is configured as Voicemail key you are allowed to access voicemail quickly by pressing this key.

To assign the key as Voicemail:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Voicemail from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to set as the voice mail box.
3) Press Confirm button to save the changes.

Custom

You are allowed to send out the desired DTMF number during the conversation. The number needs to be set in advance.

To assign the key as Custom:

1) Choose Phone->DSS Key ->Memory Key or Line Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Custom from the list.
2) In the "Extension" filed, enter the specific number.
3) Press Confirm button to save the changes.

Public Hold

The key can be configured as a public hold key. During a conversation, all members belonging to that particular BLA group can use this key to hold or retrieve a call.

To assign the key as Public Hold:

1) Choose Phone->DSS Key ->Memory Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Public Hold from the list.
2) Press Confirm button to save the changes.

Private Hold

The key can be configured as a private hold key. During a conversation, all members belonging to that particular BLA group can use this key to hold the call, but only the initiator can retrieve the call.

To assign the key as Private Hold:

1) Choose Phone->DSS Key ->Memory Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Private Hold from the list.

Press Confirm button to save the changes.

Tone Settings

You can define the frequency and time period of all the following tones:

- Dial
- Ring Back
- Busy
- Congestion
- Call Waiting
- Dial Recall
- Record
- Info
- Stutter
- Message
- Auto Answer

To edit the tone filed via Web interface:

1) Choose Phone->Tones.
2) Enter the frequency and time period(in ms) as the following format:
   Frequency /Time Period (for example 400/200).
3) Press Confirm button to save the changes, Cancel to cancel the change.

Note:

1. Please contact your system administrator for more information about the frequency and time period parameters. You can enter up to 8 groups for each tone.
2. If the frequency is set as 0, it means silence.

Trouble Shooting

I can not register to the server?

1) Check the IP address. If you set your WAN port in DHCP mode, please make sure that your DHCP server is on.
2) Check your gateway.
3) Check your DNS server.
4) Make sure your account information is the same as you have got from your ISP.
5) Check whether the SIP server is on.
6) Check the SIP register port, the default value is 5060.

I can't get the IP address?

1) Make sure you have plugged the Ethernet cable into the WAN port.
2) Make sure that the DHCP server is on, and there are available IP addresses in the server.
3) Try to set your WAN port to static IP client mode.

During a call, I can not hear any voice?

1) Make sure your handset is tightly connected with the phone.
2) Check whether you have muted the conversation or not.
3) Consult the outbound server details with your ISP.

Have DTMF problem?

1) Check which kind of DTMF you are using, and whether it is compatible with the server.
2) Consult the payload value with your ISP.

How to change the time?

Select the time zone or enter the time information manually on the webpage or the phone.

How to answer the incoming calls during a call?

If a call comes in when you are in a conversation, press the Answer key to answer the incoming call.

How to refuse incoming calls during a call?

You can turn off the function of call waiting, and then our phone will refuse all the incoming calls when you are in a conversation.

How to send SMS?

You could edit the SMS in the Menu-> Messages->Text Messages.

Note:
Make sure that the SIP server you have registered supports SMS function.

How to update the firmware?

1) Enter the webpage of your phone, go to Upgrade, then you can find the option ”Select and Upgrade Firmware” at the bottom of the page.
2) Select the file to update, and then click the Upgrade button.

Note:
Make sure the firmware you choose is provided by your service provider, or the device will probably crash after the update.

How to auto provision?

Consult the auto provision server address with your ISP.